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Operations

UNIT LEVEL/UNIT COMMAND AND CONTROL OPERATIONS (UL/UC2 OPS) PROCEDURES

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This instruction implements guidance in Joint Publication (JP) 3-30, *Command and Control (C2) for Joint Air Operations;* Air Force Policy Directive (AFPD) 10-2, *Readiness;* AFPD 13-1, *C2 Enterprise*; Air Force Doctrine Document (AFDD) 6-0, *Command and Control* (*C2)*; AFPD 10-8, *Homeland Defense and Civil Support*; and AFPD 10-25, *Emergency Management*. This instruction also implements the UL/UC2 OPS system employment parameters presented in *Combat Air Forces (CAF) UL/UC2 OPS Enabling Concept* and *Air Combat Command (ACC) UL/UC2 OPS Enabling Concept.* This instruction defines specific responsibilities for ACC Headquarters (HQ) and for ACC wing agencies directly involved with C2 operations and UL/UC2 OPS. It is designed to facilitate coordination between the diverse set of users and managers of the system. It applies to ACC HQ and all ACC wings at which UL/UC2 OPS is currently fielded. This instruction does not apply to Air Force Reserve Command (AFRC) or the Air National Guard (ANG). ACC wings fielding UL/UC2 OPS are required to supplement this instruction with local wing OIs. Wing OIs will not lessen the requirements nor change the basic content or intent of this instruction. Process all wing OIs in accordance with Air Force Instruction (AFI) 33-360, *Publications and Forms Management*. Refer recommended changes and questions about this publication to the Office of Primary Responsibility, using the AF Form 847, *Recommendation for Change of Publication*; route AF Forms 847 from the field through the appropriate functional chain of command to HQ ACC/A3OX, 22 Rickenbacker Road, Langley AFB, VA 23665. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with Air Force Manual (AFMAN) 33-363,

Management of Records, and disposed of in accordance with the AF Records Information Management System (AFRIMS) Records Disposition Schedule (RDS). See Attachment 1 for a glossary of references and supporting information.

1. Overview. UL/UC2 OPS (formerly Theater Battle Management Control Systems-Unit Level) is the Combat Air Forces (CAF) Command and Control (C2) System of Record for wing and unit-level operations. It provides the commander of an Air Force installation, an Air Expeditionary Wing (AEW), or an Air Expeditionary Group (AEG) with a C2 capability through which to command the full range of installation activities. Facilitated at the operational and tactical levels, UL/UC2 OPS provides installation/wing commanders and senior leaders an automated tool designed to provide a responsive, meaningful, and simplified display of crucial resource and status information relevant to a Common Operating Picture (COP). It provides wing leaders with a net-centric capability for use across the spectrum of operations using an already established construct. One of the goals of the UL/UC2 OPS program and this instruction is to bring ACC wings/units in line with Air Force C2 doctrine and philosophy using established information sharing capabilities while at the same time training Airmen to employ air, space, and cyberspace forces anywhere, at any time, across the full range of military operations. To achieve this goal, all ACC commanders will use UL/UC2 OPS as the primary wing-level C2 system. All ACC active-duty wings will implement UL/UC2 OPS for C2 management of all installation/wing activities including but not limited to flight scheduling, resource management, emergency response, recall, and deployment operations. **Note:** Those ACC units that are tenants on other MAJCOM installations will comply with this instruction to the maximum extent possible. Although this instruction does not apply to AFRC and ANG, AFRC and ANG Total Force Integration (TFI) classic associate units co-located with ACC wings are encouraged to utilize UL/UC2 OPS and address UL/UC2 OPS use in their unit Operating Instructions (OIs).

1.1. General Capabilities. The UL/UC2 OPS suite uses a mixture of Commercial Off-The-Shelf (COTS) and Government Off-The-Shelf (GOTS) components to form client/server systems for wing-level C2 operations. All system capabilities including scheduling, incident management, resource management, collaboration, and alerting can be performed on either Secret Internet Protocol Router Network (SIPRNET) or Non-Secure Internet Protocol Router Network (NIPRNET). The system also has a limited but expanding unclassified to classified transfer capability.

1.2. System Development. The UL/UC2 OPS system is improved and updated using an incremental development process. It relies on feedback from system administrators and users at the wings/units to develop fixes and improvements. All UL/UC2 OPS operators, including users and system administrators are responsible for identifying system shortfalls and making recommendations for improved system capability via the system improvement processes outlined in section 13 of this instruction.

1.3. Lead Command. ACC is Lead Command for the UL/UC2 OPS program. As the CAF operational lead and Functional Manager for the fielded UL/UC2 OPS program, ACC/A3OX acts as liaison with the wing Unit Level Managers (ULMs) and collaborates with other functional communities to provide prioritized UL/UC2 OPS operational requirements to ACC/A5C. ACC/A5C has lead responsibility for managing requirements, modernization, and sustainment; for providing guidance to the UL/UC2 OPS program office at Air Force Life Cycle Management Center (AFLCMC); and for consolidating and submitting Program Objective Memorandum (POM) inputs for the overall UL/UC2 OPS enterprise.

1.4. System Program Office. AFLCMC, Hanscom AFB, MA, is the System Program Office (SPO) for UL/UC2 OPS. The SPO is responsible for executing the ACC/A5C guidance/direction for development of UL/UC2 OPS software, changes to UL/UC2 OPS hardware configuration, and technical refresh of the authorized Major Command (MAJCOM) UL/UC2 OPS assets.

1.5. Designated Accrediting Authority (DAA). AFSPC/CC is the DAA for the UL/UC2 OPS system.

1.6. Wing-Level System Management. The UL/UC2 OPS program is managed at the wing-level by the ULM. Each installation/wing employing UL/UC2 OPS will appoint a ULM to oversee the overall operation of the installation/wing system. Specific ULM responsibilities are addressed in section 9 of this instruction.

2. UL/UC2 OPS Concept of Operations. UL/UC2 OPS is a consolidated automated system which provides access to a responsive, meaningful, and simplified display of C2 information relevant to enhanced Situational Awareness (SA) and a full COP at the installation/wing-level.

2.1. Mandate for Regular System Use. To ensure effective C2 capability for the full range of military operations, at home station or deployed, all wings/units will use UL/UC2 OPS on a regular/daily basis. Specific responsibilities for wing organizations required to use UL/UC2 OPS are addressed in section 9 of this instruction. **Note:** Those ACC tenants on non-ACC installations and ACC classic associate TFI units will comply with this instruction to the maximum extent possible.

2.1.1. All groups, squadrons, flights, and personnel involved in the wing C2 process must maintain extensive familiarity with UL/UC2 OPS, consistently log into the system, and keep information in the UL/UC2 OPS applications current to ensure local wing/installation leadership has decision quality information available at all times. If necessary information is current/up to date for regular peacetime operations, the immediate transition to emergency/contingency or combat operations will be seamless. **Note:** Wings must determine specific schedules for updating UL/UC2 OPS information. These schedules should be published in supplements to this instruction and/or wing OIs.

2.1.2. Although UL/UC2 OPS is the ACC C2 system of record, its regular/daily use does not preclude the use of additional systems/sources (including such systems as SharePoint, WEB EOC, etc.) to augment UL/UC2 OPS capability in order to meet the specific C2 needs of the various functional communities at the wing-level.

2.2. UL/UC2 OPS Use in Combat Operations. UL/UC2 OPS stands as the C2 system of record used at multiple locations in the Air Force Central Command area of responsibility. As UL/UC2 OPS use expands, additional forward locations will require fully capable UL/UC2 OPS operators (both users and system administrators) ready to meet daily combat requirements.

2.3. Key System Applications. The UL/UC2 OPS system utilizes several key applications including the Resource Management Application (RMA) which enables resource management (section 3); the Integrated Information Management System (IIMS), a dynamic incident mapping capability (section 4); Patriot Excalibur (PEX) which provides flight scheduling capability (section 5); Defense Connect Online (DCO), a wing-wide collaboration capability (section 6); and the Alerter, a wing-wide alerting capability (section 7). As part of

a wing's C2 concept, all UL/UC2 OPS applications must be linked to the key wing operational and C2 nodes to give senior leadership full SA and an accurate COP.

2.4. System Flexibility. UL/UC2 OPS also provides a web portal capability which consists of several predefined informational portlets available for viewing information relating to weather, base incidents, flight schedule, and aircraft maintenance. This read only capability allows each user to arrange the available information into a user defined operational picture. Additionally, a limited UL/UC2 OPS wireless capability is available via the local installation Virtual Private Network (VPN). The VPN wireless capability is for NIPRNET use only.

2.5. Secure/Non-Secure System Operations. UL/UC2 OPS can be operated on SIPRNET, NIPRNET, or a combination of both (each independent of the other) as determined by wing leadership. Both NIPRNET and SIPRNET UL/UC2 OPS systems must be maintained, patched, and functional at all times. **Note:** Whether UL/UC2 OPS is operated on SIPRNET or NIPRNET during inspections/exercises is dependent on the inspection/exercise scenario and the classification level required.

2.6. System Hardware Distribution. In order to obtain an information flow adequate to provide effective C2 capability for wing leadership, UL/UC2 OPS requires a wing-wide client/server system. This system will consist of a sufficient number of servers, disk arrays, and client terminals to satisfy wing SA, COP, and C2 requirements.

2.6.1. To ensure thorough C2 of wing operations, distribute clients base-wide to operators in all necessary functional areas. Necessary functional areas include Unit Control Centers (UCCs), flying and scheduling organizations/activities, Maintenance Operations Center (MOC), Emergency Operations Center (EOC), Crisis Action Team (CAT), Installation Control Center (ICC), Command Post (CP), Emergency Communications Center (ECC), and other key C2 nodes as required. **Note:** UL/UC2 OPS has been tested with a maximum of 260 clients per server network with no degradation to system performance. Impact to system performance when more than 260 NIPRNET clients and 260 SIPRNET clients per installation are operated is unknown.

2.6.2. The UL/UC2 OPS program and ACC/A3OX currently fund a total of nine UL/UC2 OPS servers for each installation/wing: three servers (two servers for RMA/IIMS and 1 SQL server for PEX) for the NIPRNET system, four servers (three servers for RMA/IIMS and 1 SQL server for PEX) for the SIPRNET system, and two servers (one mini tower and one SQL server for PEX) for the UL/UC2 OPS stand-alone training suite.

2.6.3. Fifteen client laptops are provided to each installation/wing for use with the UL/UC2 OPS stand-alone training suite.

2.6.4. The numbers and types of hardware support provided by the program and ACC are subject to change based on future system capabilities and needs.

2.6.5. The individual installations/wings are responsible for their own operational client terminals for their NIPRNET and SIPRNET systems.

3. Resource Management Application Operations. The UL/UC2 OPS RMA is a web based application used to monitor and manage wing and unit asset and resource information and flow that information throughout the wing as appropriate. During regular/daily operations, the UL/UC2 OPS RMA will be used to track and manage installation/wing resources including but not limited to personnel (accountability and recalls), equipment, vehicles, expendables, and airfield status. Each installation/wing is responsible for supplementing this instruction or developing operating instructions establishing guidelines for tracking and managing wing resources using UL/UC2 OPS RMA.

3.1. RMA Tracking Requirements. A variety of RMA pages are available for squadron, group, wing, and tenant unit use. The information contained on these pages must be mission specific, necessary for maintaining C2 of the installation/wing, and kept accurate and up to date. Work centers, groups/squadrons, etc., as appropriate, will keep their RMA information up to date and accomplish various daily activities via the UL/UC2 OPS RMA. The daily activities that should be accomplished via the UL/UC2 OPS RMA include but are not limited to acknowledgement of commanders directives; development and use of quick reaction checklists; recording appropriate events in event logs; changes to and/or acknowledging change to DEFCON, FPCON, or INFOCON; publishing MOPP changes; accomplishing personnel reporting/accountability and recalls; updating and publishing duress words, chem codes, and challenge/reply codes; tracking/updating airfield status; tracking/updating facility status information; and tracking/updating critical use vehicle, equipment, and expendable data.

3.1.1. The tracking of vehicle, equipment, and expendable data should include critical use or mission essential equipment items/expendables, including but not limited to vehicles, such as fire trucks, ambulances, etc.; critical aerospace ground equipment (AGE) such as aircraft stairways, auxiliary power units, etc.; fuels; and/or weapons. What constitutes essential or critical equipment or expendable items will vary with unit mission type and the final determination as to which items are critical use or mission essential and will be tracked is left to the discretion of the wing commander. Each installation/wing is responsible for supplementing this instruction or developing operating instructions specifically defining what essential and/or critical use items will be tracked using UL/UC2 OPS RMA.

3.2. RMA Information Update Requirements. Depending on the C2 needs of the specific installation/wing, all squadrons/groups on an installation can maintain a page and post information in the RMA such as checklists, personnel and materiel accountability information, scheduling and tracking information, significant events and statuses, appropriate reports, and other necessary functional information.

3.2.1. Any squadron/group in the C2 chain of command whose mission is essential to maintaining C2 of the installation/wing must have a page, or at least have mission specific information displayed in the RMA. Squadron/group menus are manually added by a system administrator.

3.2.2. Any page/information displayed in the RMA must be kept current with valid information. If a squadron/group has certain displays, programs, and/or information they need to access, these should be linked into UL/UC2 OPS through the RMA.

3.3. RMA Improvement Process. Any UL/UC2 OPS user with suggestions for improved UL/UC2 OPS RMA operations must submit a UL/UC2 OPS change request to ACC/A3OX through the wing ULM.

4. Integrated Information Management System Operations. The UL/UC2 OPS IIMS is a thick client application featuring a dynamically updating information system and SA tools that graphically depict the state of the installation via a single integrated operational picture/base map function. The IIMS base map provides SA and an accurate COP when updated and it must be used by all wings/units across the full range of military operations on a regular/daily basis. If the IIMS base map is kept current during normal peacetime non-emergency use, an immediate transition to emergency/contingency or combat operations will be seamless. The specific coverage area of the IIMS base map includes the installation itself plus any area surrounding the installation deemed necessary for inclusion as determined and defined by wing leadership.

4.1. IIMS Map Creation and Update Requirements and Responsibilities. The IIMS map must be originally created and subsequently updated from authoritative geospatial sources in accordance with *AFI 32-10112* standards and requirements.

4.1.1. Accuracy/currency of the UL/UC2 OPS IIMS base map is the responsibility of the local base Civil Engineering (CE) squadron's readiness and emergency management flight.

4.1.1.1. The readiness and emergency management flight coordinates with the GeoBase office which is ultimately responsible for creating, maintaining, and publishing authoritative geospatial data for the installation/wing and ensures the accuracy/currency of the map information consumed in IIMS.

4.1.1.2. The IIMS base map should be updated at least quarterly or as warranted by construction, inspection or any other activity impacting the installation configuration and/or requiring IIMS map accuracy.

4.1.2. Incident/event information is applied to/plotted on the IIMS map via Electronic Attack Reports (EARs) input by various agencies (EOC, ECC, CP, UCCs, and/or other C2 nodes/UL/UC2 OPS users as designated by the wing commander) across the base that have the responsibility and appropriate IIMS permissions to plot EARs on the base map.

4.1.2.1. EAR plotting/update permission for the IIMS base map is determined by the local wing/installation leadership and may vary depending on whether the IIMS is being used during regular/daily peacetime operations or exercise/contingency/combat operations.

4.1.2.2. Any EAR event or updated information observed by personnel without IIMS plotting permission will be reported to a responsible wing commander designated C2 node for plotting on the base map.

4.2. IIMS Regular/Daily Non-Emergency Operations. Management of the IIMS base map incident/event reporting process during regular/daily non-emergency operations will be the responsibility of CP, ECC, Base Defense Operations Center (BDOC), Fire Department, appropriate squadrons, and/or other C2 node(s) as designated by the wing commander. Removal/clearing of EARs from the base map will also be a function of the commander designated responsible agency/agencies.

4.2.1. Wing commander designated C2 node(s) must ensure that personnel charged with management of IIMS base map incident/event reporting are properly trained in UL/UC2 OPS and IIMS operations.

4.2.2. EARs plotted on the UL/UC2 OPS IIMS base map during normal daily non-emergency operations may include but are not limited to responses to 911 calls, suspicious packages, traffic accidents or other situations that may impact the installation, cause adjustment to normal traffic patterns, etc. In addition, the initial stages of any developing emergency/contingency situation will also be plotted on the base map by a responsible wing commander designated C2 node so that accurate initial data is readily available as the EOC, ICC and/or CAT is/are activated and the transition from normal operations to contingency/emergency operations occurs.

4.3. IIMS Exercise/Inspection/Emergency/Contingency Operations. During exercises/inspections/contingencies/emergencies, the EOC will assume and maintain responsibility for management and currency of the UL/UC2 OPS IIMS base map (this responsibility may be delegated to or shared with other appropriate C2 nodes as determined by the wing commander). Removing/clearing EARs from the base map will also be a function of the commander designated responsible agency/agencies.

4.3.1. During exercise/inspection/emergency/contingency operations the EOC director (or other wing commander designated C2 node) is ultimately responsible for ensuring the base map accurately reflects the current conditions on the installation and must ensure that the appropriate personnel are properly trained in maintaining the base map.

4.4. IIMS Map Flexibility. IIMS provides the flexibility to add additional data layers to the map ranging from map and satellite imagery to data relating to off base facilities, roads, infrastructure and environmental data.

4.5. IIMS Improvement Process. Any UL/UC2 OPS user with suggestions for improved UL/UC2 OPS IIMS operations should submit a UL/UC2 OPS change request to ACC/A3OX through the wing ULM.

5. Patriot Excalibur Scheduler Operations. Patriot Excalibur (PEX) provides UL/UC2 OPS scheduling capability through an interface and is available in either the WinPEX format for thick client use or ePEX for web client use. PEX is used to schedule all wing flying operations (combat or peacetime), is populated with critical data on wing flying assets from various authoritative sources, and should only be operated by properly trained personnel. Each wing is responsible for developing Operating Instructions and/or procedural guidelines to ensure that daily and long term wing and squadron scheduling for peacetime and/or combat operations are conducted using the UL/UC2 OPS scheduler (PEX). Wings will establish and maintain PEX as the management software for standardization/evaluation (stan/eval) programs as per direction in *Air Force Instruction 11-202, Volume 2, Air Combat Command Supplement 1.* In addition, the PEX scheduler is also used to maintain the wing flying hour program. (Both the wing flying hour program and the wing stan/eval program are directed and managed at the MAJCOM-level by ACC/A3T.)

5.1. Combat Operations. During combat operations the wing's schedule is developed from Joint/Combined Forces Air Component Commander (J/CFACC) taskings contained in the Air Tasking Order (ATO). UL/UC2 OPS, in conjunction with the PEX scheduler, has the

capability to receive and parse the ATO and build a wing's combat flight schedule based on the ATO data. Once the wing's sorties have been committed against ATO taskings, UL/UC2 OPS passes sortie commitment status and ultimately execution status of the tasked sorties to J/CFACC and other required HHQ C2 nodes via interface with Theater Battle Management Control System-Force Level.

5.2. PEX Scheduling Responsibilities. Wing/current operations/squadron flight scheduling agencies, as appropriate, will use PEX to the maximum extent possible to manage the flying schedule(s) for the wing/squadron(s).

5.2.1. The appropriate flight scheduling agency will build and update the units' flying schedule in PEX.

5.2.2. The MOC will ensure that aircraft maintenance problems impacting the schedule are entered in the appropriate maintenance applications (Enhanced Maintenance Operations Center and/or Integrated Maintenance Data System) and that these maintenance impacts are appropriately coordinated with the OG. The OG will ensure changes are accurately reflected on the PEX flying schedule.

5.3. PEX Go-No Go Responsibilities. Aircrew as well as wing and/or squadron schedulers, Aviation Resource Managers (1COX2), and squadron leadership, as appropriate, will track individual aircrew training currencies, Flight Crew Information File review, medical status (duty not including flying), testing and stan/eval currency/status, and any other "go-no go" item through reference to the appropriate PEX displays. **Note:** To ensure appropriate and accurate aircrew currency data is maintained, PEX must interface daily with the Aviation Resource Management System, which is the Air Force system of record/authoritative data source for aircrew currency data.

5.4. PEX Wing-Level Management. The wing ULM manages all aspects of the UL/UC2 OPS program and is the main Point of Contact (POC) to ACC/A3OX. However, because of their expertise with all aspects of scheduling, wing/current operations/squadron scheduling, as appropriate, should appoint a POC to act as a wing-level subject matter expert (SME) for PEX. The ULM must coordinate closely with the PEX SME to ensure all PEX related issues including the training of users and system administrators and the identification of system problems or new requirements are properly accomplished.

5.5. PEX Improvement Process. Any UL/UC2 OPS user with suggestions for improved PEX operations should submit a UL/UC2 OPS change request to ACC/A3OX through the wing ULM.

6. DCO Operations. DCO Chat, the Department of Defense approved collaboration/chat tool, provides a wing/installation-wide collaboration capability for UL/UC2 OPS through an interface. It provides the capability to open multiple chat rooms at one time, share contact lists, share files, and launch Adobe Connect Meeting. **NOTE:** DCO Chat will be used to enhance UL/UC2 OPS C2 capabilities during real world and/or exercise events; it will not be used in place of UL/UC2 OPS.

6.1. DCO Rules/Standardization. Regular DCO users should create an account on the DCO website and wings should establish local business rules for DCO chat to standardize how the application will be used during real world and/or exercise events.

7. Alerter Operations. The Alerter is a domain authenticated notification tool that runs in the background and displays as a top layer or page to notify UL/UC2 OPS users of specific changes in conditions (exercise or real-world) including Operation, Information Condition (INFOCON), Force Protection Condition (FPCON), Defense Readiness Condition (DEFCON), new directives, Mission Oriented Protective Posture (MOPP) level, alarm condition, Air Defense Warning (ADW), and Air Defense Emergency (ADE). **NOTE:** Do not display DEFCON on a NIPRNET based system.

7.1. Additional Alerter Notifications. Thirteen different events within IIMS that can also be selected, at the discretion of the wing commander, to trigger user notifications through the Alerter including attack, biological event, bomb threat, chemical event, crater, explosion, fire, intruder, M8 event, M9 event, Master Scenario Events List injection, radiation event, or Unexploded Ordnance (UXO).

7.2. Acknowledgement of Alerter Notifications. Once the Alerter screen displays, the user must acknowledge the alert prior to working on other pages. Specific sound files are associated with each condition change so that it is not necessary to be at the work station to hear the change in condition.

8. UL/UC2 OPS Program Responsibilities. UL/UC2 OPS responsibilities fall under one of two categories, program responsibilities addressed in this section or operational responsibilities addressed in the next section. Program responsibilities are broadly defined as those responsibilities that impact the overall development, acquisition, funding, and management of the UL/UC2 OPS program. Specific UL/UC2 OPS program responsibilities are as follows:

8.1. Air Force Life Cycle Management Center. AFLCMC is the UL/UC2 OPS SPO and executes ACC/A5C guidance for development/sustainment of UL/UC2 OPS software, changes to UL/UC2 OPS hardware configuration, and technical refresh of the authorized MAJCOM UL/UC2 OPS assets.

8.2. ACC/A5C. ACC/A5C has primary responsibility for managing requirements, modernization, and sustainment for the overall UL/UC2 OPS enterprise and will:

8.2.1. Provide program guidance to the UL/UC2 OPS program office at AFLCMC.

8.2.2. Consolidate and submit POM inputs for the overall UL/UC2 OPS enterprise.

8.2.3. Chair the UL/UC2 Requirements Working Group.

8.3. ACC/A3O. ACC/A3OX, C2 Systems Branch is the CAF operational lead for UL/UC2 OPS and the UL/UC2 OPS program manager for ACC. A3OX will:

8.3.1. Provide operational priorities to ACC/A5C for UL/UC2 OPS requirements and development.

8.3.2. Provide overall direction and guidance for implementation and employment of the ACC UL/UC2 OPS program including the areas of operations, training, support, and sustainment.

8.3.3. Act as program manager for ACC and advocate for operational inputs to the program.

8.3.4. Develop plans for system implementation/employment, training, and future development in conjunction with ACC/A5C and the UL/UC2 OPS SPO.

8.3.5. Consolidate, validate, and prioritize all change requests and improvement recommendations received from the respective ACC wing users.

8.3.5.1. Coordinate and validate change requests and improvement recommendations with appropriate staff functional area managers (FAMs).

8.3.6. Provide Consolidated, validated and prioritized change requests and improvement recommendations to ACC/A5C, and the UL/UC2 OPS SPO at the CAF RWG.

8.3.7. Ensure necessary manpower allocations are in place for UL/UC2 OPS system administrators at each wing employing the system to ensure adequate support for continued efficient and effective system operation.

8.3.8. Ensure UL/UC2 OPS kits (training and deployment) are adequate to support all deployment and training requirements and are provided for the wings employing the UL/UC2 OPS C2 system as necessary to ensure continued system operations at all wings.

8.3.9. Make available, to each wing employing UL/UC2 OPS, an Operational Support Consultant (OSC) in order to provide system support and employment recommendations and to develop and maintain training plans to ensure each individual user is fully trained.

8.3.10. Provide oversight of OSCs assigned to ACC and AFGSC units.

8.3.11. Ensure that the Tier 1 Help Desk capability is adequately manned to support 24 hours per day/7 days per week service as needed to:

8.3.11.1. Provide UL/UC2 OPS support for hardware and/or software maintenance/troubleshooting.

8.3.11.2. Provide support to ACC wings to assist with UL/UC2 OPS issues/problems.

8.3.11.3. Provide initial UL/UC2 OPS system administrator training as necessary.

8.3.11.4. Provide any additional logistics, operational, and/or mission support for UL/UC2 OPS systems maintained on/by ACC installations/units as determined necessary.

9. UL/UC2 OPS Operational Responsibilities. UL/UC2 OPS operational responsibilities are broadly defined as those responsibilities that impact the wings ability to operate the system efficiently and effectively. Efficient and effective operation is an outgrowth of system management and support as well as system operation that enables sufficient information flow so that an appropriate level of SA and an accurate COP are provided for wing-level personnel. To achieve this, each wing must develop a UL/UC2 OPS support system and each functional area, squadron, and/or group must become familiar with their applicable UL/UC2 OPS functions, displays, and schedules and keep the information on their specific pages, displays, and schedules updated in order to maximize the system's potential and reduce redundant data entries. To ensure user familiarity with the system, as a minimum, the wing/installation ICC, CAT, EOC, ECC, CP, MOC, squadron and group commanders, flight scheduling organizations/activities, and UCCs must be adequately trained on and use UL/UC2 OPS. **Exception:** If an ACC wing/installation does not operate one or more of the above listed agencies (such as ICC, ECC, etc.), this instruction does not require that one be established and the specific requirements

identified in this instruction for the specific agency/agencies will not apply for that specific wing/installation. UL/UC2 OPS operational responsibilities are as follows:

9.1. Installation/Wing Unit Level Manager. Each installation/wing with UL/UC2 OPS must have a wing ULM. The ULM is the single focal point for all installation/wing UL/UC2 OPS issues. The ULM is appointed by the wing commander and typically resides in the wing plans (XP) office. In those instances where two wings reside on the same installation, such as Langley AFB hosting both 633 ABW and 1 FW and Nellis AFB hosting both 57 WG and 99 ABW, a single ULM will be appointed to serve as the ULUC2 OPS focal point for the entire installation. It is critical that the ULM be proactive and well versed in the installation/wing's overall mission and C2 challenges. The installation/wing ULM will:

9.1.1. Manage and/or provide oversight of all aspects of the installation/wing UL/UC2 OPS system to include the PEX scheduling component, resource management/tracking (RMA) and COP/incident management and tracking (IIMS).

9.1.2. Establish, evaluate, and/or validate installation/wing UL/UC2 OPS equipment requirements as necessary to ensure efficient and effective UL/UC2 operations.

9.1.3. Develop and administer installation/wing plans for UL/UC2 OPS implementation, training, employment, and deployment as necessary.

9.1.4. Lead a working group of wing level system users/FAMs/SMEs to assist with UL/UC2 OPS system management. This wing-level working group should include the FAMs/SMEs/users, wing communications squadron personnel/system administrators/configuration manager, and any others deemed necessary and should meet at least quarterly as determined by the needs of the installation/wing.

9.1.5. Act as liaison between installation/wing leadership and the ACC/A3OX.

9.1.6. Work closely with organizational UL/UC2 OPS FAMs/SMEs throughout the installation/wing to ensure effective UL/UC2 OPS implementation, availability of training for users and Functional System Administrators (FSAs), and employment and deployment plans are developed and employed.

9.1.7. Manage and facilitate the development and consolidation of installation/wing requirement inputs and system change requests and advocate for them with ACC/A3OX.

9.2. Wing Operational Support Consultant. ACC/A3OX makes available an OSC for each wing to which the system is currently fielded. The OSC will function as the wing's primary SME on UL/UC2 OPS system functionality and use. More specifically, the OSC will provide operator training as well as operational and technical expertise/support to wing leadership. The wing OSC will:

9.2.1. Conduct UL/UC2 operations and provide support during inspections, exercises, and tests as necessary. Apply UL/UC2 OPS capabilities to daily operations and training events.

9.2.2. Develop and implement the wing's UL/UC2 OPS user training program and develop plans and materials as needed to conduct UL/UC2 OPS training to meet installation/wing user requirements. Address training focus according to needs identified by ACC/A3OX. **Note:** User training specifics are addressed in section 11 of this instruction.

9.2.3. Assist installation/wing leadership and personnel with incorporation of UL/UC2 OPS capabilities into daily operations and provide any briefings or orientations necessary.

9.3. Communications Squadron, UL/UC2 OPS System Administration, and CLS Support. The CS provides technical support for UL/UC2 OPS employment. ACC wings have a minimum of two ACC/A3OX funded FSA positions on the CS UMD to specifically support the UL/UC2 OPS system. In addition to FSA support, the CS will also provide Configuration Management support. ACC units that do not have organic CS support or available CS UMD positions may be provided with CLS FSAs/CMs for UL/UC2 OPS and/or PEX depending on circumstances. For PEX system administration specifically, ACC/A3OX will provide support as required but will not duplicate wing provided services. Wings requesting support should contact ACC/A3OX. Finally, ACC/A3OX will provide CLS support to satisfy UL/UC2 OPS hardware maintenance and logistics requirements. The CS and/or UL/UC2 OPS CLS support will:

9.3.1. Insure latest builds, spirals, increments, and/or patches are installed on all appropriate wing UL/UC2 OPS systems.

9.3.2. Maintain wing UL/UC2 OPS systems to include NIPRNET, SIPRNET, deployment, training and stand-alone systems and clients with the latest software releases, Time Compliance Network Orders, and anti-virus software.

9.3.3. Provide local (Tier 0) Help Desk support for the wing's UL/UC2 OPS system, developing local system troubleshooting and maintenance processes and maintaining 24 hour/7 days a week stand-by/on-call support as necessary.

9.3.4. Perform UL/UC2 OPS system restorations, troubleshooting, maintenance, and/or backups as required.

9.3.5. Maintain the wing's UL/UC2 OPS library consisting of COTS and GOTS software, software licenses, database backups, documentation, and all other UL/UC2 OPS computer program software requiring control.

9.3.6. Control and maintain the configuration documentation on hardware, software, and network baselines.

9.3.7. Distribute, install, and/or track UL/UC2 OPS hardware, software, and documentation as required.

9.3.8. Ensure UL/UC2 OPS and PEX FSAs receive adequate training on all aspects of the job. **Note:** FSA training specifics are addressed in section 11 of this instruction.

9.3.9. Assist the wing ULM in identifying new hardware or software requirements.

9.4. Installation Control Center. The ICC is typically activated during periods of increased operations tempo. It provides the wing/unit commander with a single, consolidated command and control center from which to monitor, assess, plan, execute, and direct strategic actions supporting the installation's mission. These actions include, but are not limited to, the ability to respond and process emergencies and Emergency Action Messages through CP; force protection and incident response coordination; providing civil support and assisting with deployment, employment and redeployment operations as required, in support of the operational mission. The ICC is functionally aligned and serves as a C2 focal point for

all installation subordinate commanders. ICC personnel will use UL/UC2 OPS to monitor all wing/installation events either real world or exercise and to maintain SA and a COP across the wing/installation. **EXCEPTION:** An ACC tenant wing on a non-ACC installation where the owning MAJCOM provides the installation's ICC capability but does not use UL/UC2 OPS is not required to establish a separate ICC. In this situation the ACC tenant is exempt from the ICC requirements listed in paragraphs 9.4 through 9.4.5 but will comply with the remainder of this instruction. When activated, the ICC will:

9.4.1. Use UL/UC2 OPS to run and/or monitor appropriate checklists, log appropriate events, issue directives, announce/make DEFCON, FPCON, and INFOCON level changes, make MOPP level changes, make changes to exercise/inspection scenarios, monitor recalls, track personnel accountability, update appropriate information, and/or review scheduled flying activity as required by the situation.

9.4.2. Use UL/UC2 OPS (DCO) to enhance communication, collaboration, and information flow across the installation/wing as necessary.

9.4.3. Monitor and acknowledge installation/wing alert status/condition changes as they are displayed via the UL/UC2 OPS Alerter.

9.4.4. Under certain conditions, when determined by the installation/wing commander, approve EAR inputs to IIMS, although this function will be, under most situations when the ICC is activated, the primary responsibility of the EOC/EOC director.

9.4.5. Keep UL/UC2 OPS updated with other current significant base-wide event information that involves base attention or resources.

9.5. Crisis Action Team. The CAT is typically activated during periods of increased operations tempo. It is an organization capable of devoting full-time attention to how the crisis affects mission execution and is composed of pre-designated personnel, with possible representation from outside agencies as needed. The CAT is scalable and tailorable at the discretion of the commander based on the situation. It is intended to focus on the mission execution and not the management of a specific incident. CAT personnel will use UL/UC2 OPS to monitor all wing/installation events either real world or exercise and to maintain SA and a full COP across the wing/installation. **Exception:** An ACC tenant wing on a non-ACC installation where the owning MAJCOM provides the installation's EOC capability but does not use UL/UC2 OPS is not required to establish a separate EOC. In this specific situation the ACC tenant is exempt from the CAT requirements listed in paragraphs 9.5 through 9.5.5 but will comply with the remainder of this instruction. When activated, the CAT will:

9.5.1. Use UL/UC2 OPS to run and/or monitor appropriate checklists and recalls; monitor wing sortie generation schedules, scheduled flight activity/mission status, weather, and runway conditions; prepare and up-channel appropriate operational reports; issue appropriate alerts; track personnel accountability; log appropriate events; draft and view appropriate directives; and update appropriate information, as required by the situation.

9.5.2. Use UL/UC2 OPS (DCO) to enhance communication, collaboration, and information flow across the installation/wing as necessary.

9.5.3. Monitor and acknowledge installation/wing alert status/condition changes as they are displayed via the UL/UC2 OPS Alerter.

9.5.4. Under certain conditions, as determined by the installation/wing commander, approve EAR inputs to IIMS, although this function will be, under most situations when the CAT is activated, the primary responsibility of the EOC/EOC director.

9.5.5. Keep UL/UC2 OPS updated with other current significant base-wide event information that involves base attention or resources.

9.6. Emergency Operations Center. The EOC is activated during periods of increased operations tempo such as emergencies, incident responses, civil support, and varying levels of military operations. The EOC is organized into Emergency Support Functions (ESFs) as defined in *Air Force Instruction 10-2501,* and is the central EM C2 element directing, monitoring, and supporting an installation's actions during expanded emergency or contingency response operations that require additional support beyond regular/daily functions such as major accidents, natural disasters, enemy attack and terrorist use of CBRNE materials. The EOC is designated as the focal point for coordination with civilian EOCs, ESFs, and first/emergency responders during any Homeland Security incident, natural disaster, or other crisis situations. EOC personnel will use UL/UC2 OPS to monitor wing response operations and maintain SA across the wing/installation. **Exception:** An ACC tenant wing on a non-ACC installation where the owning MAJCOM provides the installation's EOC capability but does not use UL/UC2 OPS is not required to establish a separate EOC. In this specific situation the ACC tenant is exempt from the EOC requirements listed in paragraphs 9.6 through 9.6.6 only, and will comply with the remainder of this instruction. When activated, the EOC will:

9.6.1. Use UL/UC2 OPS to monitor all aspects of wing response operations.

9.6.2. Use UL/UC2 OPS to run and/or monitor appropriate checklists; maintain appropriate event logs; prepare and up-channel required reports; execute and monitor base recalls; track personnel accountability; issue alerts; draft and view appropriate directives; and update and/or disseminate necessary information installation-wide and to HHQs, as necessary. This will enable wing leadership to accurately assess and deal with incidents and/or events and maintain wing-wide/installation-wide SA.

9.6.3. Use UL/UC2 OPS (DCO) to enhance communication, collaboration, and information flow across the installation/wing as necessary.

9.6.4. Exercise overall responsibility for the IIMS base map inputs during major emergencies or accidents, natural disasters, exercises/inspections and contingency operations.

9.6.5. Clear all emergency updates/EAR inputs to the IIMS base map; however, when IIMS inputs are made during times when the EOC is not activated, the process of clearing EAR inputs to the map will be assigned to/accomplished by other installation C2 nodes. (The appropriate C2 node may prove to be the ECC but could also include the CP, BDOC, etc., as determined appropriate by the unit/installation commander.)

9.6.6. Monitor and acknowledge installation/wing alert status/condition changes as they are displayed via the UL/UC2 OPS Alerter.

9.7. Emergency Communications Center. The ECC serves as the installation's emergency call/dispatch center and includes a first responder (fire, police, and medical) central dispatch capability which is either physically or virtually co-located. Along with the CP, the ECC forms part of an installation's key full-time 24/7 C2 functional nodes. ECC personnel will use UL/UC2 OPS as necessary to monitor wing response operations and maintain SA across the wing/installation. **Exception:** An ACC tenant wing on a non-ACC installation where the owning MAJCOM provides the installation's ECC capability but does not use UL/UC2 OPS is not required to establish a separate ECC. In this specific situation the ACC tenant is exempt from the ECC requirements listed in paragraphs 9.7 through 9.7.6 only, and will comply with the remainder of this instruction. The ECC will:

9.7.1. Monitor UL/UC2 OPS and provide updated information for UL/UC2 OPS entry during base emergency situations as necessary.

9.7.2. Per wing commander discretion, manage/co-manage the UL/UC2 OPS IIMS base map during daily operations. (This responsibility will transfer to the EOC, ICC or CAT as the situation warrants.)

9.7.3. Use UL/UC2 OPS to run and/or monitor appropriate checklists, maintain appropriate event logs, view appropriate directives, monitor recalls, track personnel accountability and update appropriate information as required by the situation. Information that may not be appropriate for posting in UL/UC2 includes law enforcement sensitive or Operations Security information.

9.7.4. Monitor and acknowledge installation/wing alert status/condition changes as they are displayed via the Alerter.

9.7.5. Use UL/UC2 OPS (DCO) to enhance communication, collaboration, and information flow across the installation/wing as necessary.

9.7.6. Exercise initial responsibility for IIMS base map inputs at the onset of an emergency and act as a focal point for IIMS base map management during daily operations. **Note:** This responsibility may be assumed by or shared with other installation C2 nodes per wing commander discretion. This responsibility will transfer to EOC, ICC and/or CAT as the situation warrants.

9.8. Command Post. The CP serves as an installation's 24/7/365 C2 node directly responsible to the installation commander for installation C2. CP personnel will use UL/UC2 OPS as necessary to monitor wing operations and maintain SA across the wing/installation. **Exception:** An ACC tenant wing on a non-ACC installation where the owning MAJCOM provides the installation's CP capability but does not use UL/UC2 OPS is not required to establish a separate CP. In this specific situation the ACC tenant is exempt from the CP requirements listed in paragraphs 9.8 through 9.8.8 only, and will comply with the remainder of this instruction. CP will:

9.8.1. Manage the UL/UC2 OPS Alert Board and ensure items displayed on the Alert Board such as DEFCON, FPCON, INFOCON, published directives, and MOPP status are current (this responsibility will transfer to EOC, ICC and/or CAT as the situation warrants).

9.8.2. Per wing commander discretion, manage/co-manage the UL/UC2 OPS IIMS base map during daily operations. (This responsibility will transfer to EOC, ICC and/or CAT as the situation warrants).

9.8.3. Monitor and acknowledge installation/wing alert status/condition changes as they are displayed via the UL/UC2 OPS Alerter.

9.8.4. Use UL/UC2 OPS (DCO) to enhance communication, collaboration, and information flow across the installation/wing as necessary.

9.8.5. Use UL/UC2 Ops to orchestrate/control wing/installation-wide completion of SITREPs using the collaborative SITREP tool. CP will have primary administrative responsibility for ensuring the SITREP is completed by all applicable base organizations.

9.8.6. Use UL/UC2 OPS to monitor wing sortie generation schedules, status of scheduled flying activity, weather, and runway conditions as necessary.

9.8.7. Use UL/UC2 OPS to run and/or monitor appropriate checklists, view directives, initiate and monitor base recalls, update appropriate information, and track personnel accountability/status as required by the situation and to support ICC, CAT, and/or wing commander requirements.

9.8.8. Use UL/UC2 OPS to assist with and/or maintain base Event Log. The system can be used to track all events of a significant nature that normally require wing senior leadership attention or resources, for example major facility evacuations, aircraft/vehicle mishaps, damage to the airfield, suspicious packages, various directives, etc.

9.9. Maintenance Operations Center. The MOC is responsible for coordinating and monitoring the status of maintenance operations, as well as sortie and mission generation. The MOC is the central point of contact regarding maintenance for all base agencies. The MOC produces daily reports summarizing the previous day's execution of the flight schedule, current aircraft mission capability and availability, location of aircraft assigned to the installation, and status of any ground emergency. The MOC will:

9.9.1. Ensure current aircraft mission capability and availability, armaments and munitions status, and location of assigned aircraft are current in Enhanced Maintenance Operations Center (EMOC) to enable the timely flow of accurate data from EMOC to UL/UC2 OPS via external interface.

9.9.2. Use UL/UC2 OPS to monitor/track wing sortie generation schedules, sortie mission status, weather, and status of ground emergencies as necessary.

9.9.3. Use UL/UC2 OPS to monitor and acknowledge installation/wing alert status/condition changes as they are displayed via the Alerter.

9.9.4. Use UL/UC2 OPS to run and/or monitor appropriate checklists, log appropriate events, view directives, monitor recalls, track personnel accountability, update appropriate information, and/or review scheduled flying activity as required by the situation.

9.9.5. Use UL/UC2 OPS (DCO) to enhance communication, collaboration, and information flow across the installation/wing as necessary.

9.10. Base Defense Operations Center. The BDOC is the installation's center for integrated defense operations. It serves as the focal point for force protection, security and defense within the base security zone. BDOCs are generally operated as 24/7/365 C2 functions. **Exception:** An ACC tenant wing on a non-ACC installation where the owning MAJCOM provides the installation's BDOC/SF capability but does not use UL/UC2 OPS is not required to establish a separate BDOC/SF capability. In this specific situation the ACC tenant is exempt from the BDOC requirements listed in paragraphs 7.10 through 7.10.4 only, and will comply with the remainder of this instruction. BDOC/SF personnel will:

9.10.1. Use UL/UC2 OPS to maintain SA, monitor base force protection posture, and update/post alarm/threat conditions as necessary.

9.10.2. Per wing commander discretion, manage/co-manage the UL/UC2 OPS IIMS base map during daily operations. (This responsibility will transfer to EOC, ICC, and/or CAT as the situation warrants).

9.10.3. Monitor and acknowledge installation/wing alert status/condition changes as they are displayed via the UL/UC2 OPS Alerter.

9.10.4. Use UL/UC2 OPS to run and/or monitor appropriate checklists, log appropriate events, view directives, monitor recalls, track personnel accountability, update appropriate information, and track/monitor status of ground emergencies as necessary.

9.10.5. Use UL/UC2 OPS (DCO) to enhance communication, collaboration, and information flow across the installation/wing as necessary.

9.11. Group/Squadron Commanders. Group and squadron commanders are responsible for keeping personnel and materiel accountability information up to date, scheduling and tracking aircraft and aircrew status, tracking significant events and statuses, developing and publishing appropriate reports, and updating other functional area information in UL/UC2 OPS. Group/squadron commanders will:

9.11.1. Appoint group UL/UC2 OPS POCs to oversee and monitor group/squadron UL/UC2 operations. Each POC will be trained on general and group specific UL/UC2 OPS tasks by the wing ULM or UL/UC2 OPS OSC as required.

9.11.2. Ensure groups/squadrons perform adequate UL/UC2 OPS RMA updates to allow accomplishment of base-wide personnel accountability to facilitate short-notice recalls during natural disasters or national emergencies.

9.11.3. Oversee UCC UL/UC2 operations to ensure efficient data collection and timely information input/reporting through UL/UC2 OPS to the ICC and/or CAT.

9.11.4. Monitor UL/UC2 OPS effectiveness. Ensure group/squadron POC provides feedback to the ULM on system performance and capability to meet individual group and/or squadron needs.

9.11.5. Ensure UL/UC2 OPS data is updated to allow for adequate management and tracking of critical use equipment items.

9.11.6. Ensure UL/UC2 OPS is used to maintain a group/squadron Event Log during normal non-emergency peacetime operations as well as contingency, and

exercise/inspection operations. During normal non-emergency peacetime operations, wing leadership will determine what information will be entered in the Event Log.

9.11.7. Ensure UL/UC2 OPS is used to run and/or monitor appropriate checklists, view directives, monitor recalls, track personnel accountability, and track/monitor status of ground emergencies as necessary.

9.11.8. Ensure UL/UC2 OPS (DCO) is used to enhance communication, collaboration, and information flow across the installation/wing.

9.11.9. Group specific UL/UC2 OPS responsibilities, as a minimum, will include the following:

9.11.9.1. MSG will ensure the UL/UC2 OPS/IIMS base map facility and layout information is current at all times. Specifically, the local CE squadron will be responsible for creation and updating of the IIMS base map and ensuring its accuracy and currency in accordance with the authoritative geospatial information as outlined in paragraphs 4.1 through 4.2 of this instruction.

9.11.9.2. OG is responsible for UL/UC2 OPS/PEX flight scheduling (ATO directed during Combat or locally directed during peacetime) and flight operations-related schedule deviations, as well as coordinating with MXG to identify and report aircraft maintenance-related information affecting daily operations.

9.11.9.3. MXG is responsible for updating/inputting maintenance-related scheduling information during daily operations. These maintenance-related inputs will be made by the MOC in EMOC and/or Core Automated Maintenance System/Integrated Maintenance Data System, as applicable, and will subsequently update UL/UC2 OPS/PEX via interface; however, the MOC must coordinate maintenance-related scheduling inputs with the OG. The OG will ensure maintenance inputs are accurately reflected in the UL/UC2 OPS/PEX flight schedule.

9.11.9.4. MDG is responsible for ensuring any patient information entered in UL/UC2 OPS RMA during daily operations is kept current.

9.12. Unit Control Centers. The UCC is typically activated during periods of increased operations tempo. At the wing-level, UCCs consist of group/squadron level arrangements depending on span of control and mission roles. When activated, UCCs will:

9.12.1. Ensure groups/units perform adequate UL/UC2 OPS RMA updates to allow accomplishment of base-wide personnel accountability to facilitate short-notice recalls during natural disasters or national emergencies.

9.12.2. Use UL/UC2 OPS to verify and update personnel accountability during exercises, inspections, contingencies, and general recalls.

9.12.3. Monitor and acknowledge installation/wing alert status/condition changes as they are displayed via the UL/UC2 OPS Alerter.

9.12.4. Monitor UL/UC2 OPS data and ensure subordinate elements make timely updates on personnel, facilities, and surrounding areas when appropriate.

9.12.5. Direct/conduct any Post-Attack Reconnaissance sweeps of the unit facilities and areas as directed by the EOC/responsible C2 node and provide updated

information/plotting of events in the UL/UC2 OPS IIMS and create EARs when necessary.

9.12.6. Use UL/UC2 OPS (DCO) to enhance communication, collaboration, and information flow across the installation/wing as necessary.

9.12.7. Use UL/UC2 OPS to maintain and keep Events Logs current. Significant events data to be entered/updated in event logs during exercises/inspections or contingencies will include building sweep completion, Unexploded Ordnance (UXO) discovery, recall completion, etc.

9.12.8. Plot relevant events such as UXO discovery, personnel locations, building damage, and suspicious packages, on the UL/UC2 OPS IIMS base map.

9.12.9. Update unit-specific mission information, such as patient and casualty status for MDG, etc.

10. System Deployment. UL/UC2 OPS deployment kits are designed to provide the same capability as the in-garrison SIPRNET UL/UC2 OPS system, only in a mobile format. The deployment kits have modular designed transit cases that allow for easy palletization and quick setup and teardown. ACC and the UL/UC2 OPS SPO currently maintain eight deployment kits. The kits are made available for Air Expeditionary Force support and other deployed support as required.

10.1. Deployment Kit Components and Considerations. Each deployment kit provides a three server, primary/backup configured system and 15 laptops including client licenses. Because the client software can be installed on any client that has the Air Force standard desktop client configuration, additional clients beyond the 15 provided in each deployment kit can be employed using locally available hardware, provided any necessary additional licenses are acquired.

10.1.1. Currently, no support is included for the PEX scheduler in the deployment kits and, as a result, AEW/AEG leadership must prioritize use of available infrastructure/hardware and SQL server(s) to ensure PEX scheduling capability is established at the deployed location.

10.2. Unit Type Codes. UL/UC2 OPS has a formally defined deployment capability which is supported by two Unit Type Codes (UTCs), one for equipment and one for system administrator personnel to activate and maintain the equipment. 6KNYU, Manpower Force Requirement, was developed to deploy a system administrator in support of a wing's expeditionary UL/UC2 OPS mission. 6KVU1 is the UL/UC2 OPS equipment UTC which deploys the hardware in the deployment kit.

10.3. Deploying the Equipment. Basing of deployed UL/UC2 OPS equipment is at the request of the supported AEW or AEG commander and must be planned well in advance. The UTCs for both the equipment and the support personnel must be approved/validated and assigned in order to utilize the UL/UC2 OPS equipment/personnel at deployed locations.

11. UL/UC2 OPS Training. A variety of training methods are employed to provide a variety of different levels of UL/UC2 OPS user and system administrator training. The levels of training include Initial Qualification Training (IQT), Mission Qualification Training (MQT), Continuation Training (CT), and difference training.

11.1. Initial Qualification Training. IQT is designed to provide an overview of and familiarity with system capabilities and general functions and consists of on-site classroom training, On-the-Job Training, or some combination of the two.

11.2. Mission Qualification Training. MQT is designed to qualify users and system administrators for a specific duty position/mission and also consists of on-site classroom training, On-the-Job Training, or some combination of the two.

11.3. Continuation Training. CT is designed to maintain and improve user and system administrator skill levels and generally consists of on-site classroom training.

11.4. Difference Training. Difference training is designed to update user and system administrator skill levels if significant changes are introduced during planned system upgrades and generally consists of the developer conducted training for both system administrators and wing trainers at a central location using the Train-the-Trainer (TTT) approach under which system administrators and installation/wing trainers each attend a TTT course and take the information back to their respective installations/wings.

11.5. Training Accomplishment. Training will be accomplished during normal in-garrison peacetime operations and not while deployed. It is essential to have fully capable UL/UC2 OPS operators ready to meet contingency/combat requirements without having to use valuable time to accomplish additional or spin-up training either during or just prior to deployment.

11.6. Operational Support Consultants. The OSC is one of the key user training assets available to each wing/installation to which UOL/UC2 OPS is currently fielded. Training is one of the primary OSC duties and the OSC will serve as the backbone of the wing's UL/UC2 OPS user training program. OSCs provide both classroom and on-the-job-training support to wing UL/UC2 OPS users.

11.7. UL/UC2 OPS Training Suites. The UL/UC2 OPS SPO has provided each installation/wing with a standard UL/UC2 OPS training suite, which consists of a stand-alone server and fifteen clients. A PEX server is also required as an integral part of this training suite and ACC/A3OX has provided the fielded wings with the required server. The UL/UC2 OPS training suite with PEX server capability allows accomplishment of end-to-end UL/UC2 OPS training without interference with the "real world" SIPRNET and NIPRNET systems and their daily operations.

11.8. User Training. User training will, as a minimum, cover the general areas of system security and system operations to include RMA operations, IIMS operations, and PEX operations. Training will be commensurate with the user's role within the UL/UC2 OPS system.

11.8.1. Each installation/wing will determine and establish its own training requirements for UL/UC2 OPS users. The wing should establish a level of training/training requirements for each class or type of user depending on the user's assigned role or specialty area in the wing's C2 process. It is recommended that all ICC, CAT, and EOC users be trained to the MQT level as these users will assume significant responsibilities for the management of certain UL/UC2 OPS applications such as the IIMS map. Additionally, any user that could assume management responsibilities for UL/UC2 OPS applications including but not limited to ECC, CP, and BDOC, or users that will be major

daily users of the system or any of its applications, such as PEX users responsible for flight scheduling, should also receive MQT level training. All other users (UCC, squadron, CE, etc.) should receive IQT level training as a minimum. Specifics of wing UL/UC2 OPS training should be addressed either in wing OIs or supplements to this instruction.

11.8.2. All training must be kept current with information on the most recent UL/UC2 OPS software release and all trainers must work closely with ACC/A3OX to ensure the most current training is provided.

11.8.3. The majority of PEX specific training for non-specialized wing users (those not requiring specific stan/eval or training flight knowledge) is available through the wing OSC. Specialized user training is conducted at the PEX program offices in Valparaiso, FL near Eglin AFB FL. Consult the PEX website for specific training information.

11.8.4. For the 1C3 career field, Air Education and Training Command provides UL/UC2 OPS familiarization as a part of their formal 1C3 training course.

11.9. System Administrator Training. UL/UC2 OPS System Administrator training will be provided by ACC/A3OX on an as requested basis. This training will be conducted by Tier 1 Help Desk personnel. ACC/A3OX will fund up to two TDYs per wing per FY to accomplish UL/UC2 OPS system administrator training. Although training will typically be conducted at Langley AFB VA, it may also be provided on location at a specific wing/installation depending on the situation/justification. All requests for training, either at Langley AFB VA or on location, should be submitted to ACC/A3OX.

11.9.1. PEX specific system administrator training is conducted at the PEX program offices near Eglin AFB FL. Consult the PEX website for specific system administrator training information.

11.10. Additional Training Support. If additional or special UL/UC2 OPS training support of any kind is required, requests will be coordinated through ACC/A3OX.

12. UL/UC2 OPS Help Desk. Users and system administrators are provided Help Desk assistance and trouble-shooting support for UL/UC2 OPS in three tiers: Tier 0, provided by and located at the wing; Tier I provided by and located at HQ ACC; and Tier II, provided by the developer. Although the PEX program maintains a separate help desk, all units must use the UL/UC2 OPS Help Desk process for all PEX or UL/UC2 problems. If at any tier, a problem is identified as not applicable to scheduling or UL/UC2, then the unit will be cleared to work directly with the PEX Help Desk.

12.1. Tier 0. Operators at the wing will initially contact the local Tier 0 help desk. If unable to resolve the problem locally, the local help desk will contact Tier I at ACC.

12.2. Tier I. The Tier I Help Desk is maintained under the management and direction of ACC/A3OX and will assist wings with any UL/UC2 OPS issues that they are not able to resolve locally. Tier I will pass any problems which they cannot resolve on to Tier II.

12.3. Tier II. Tier II support is provided by the developer through CLS. This support is currently provided by Lockheed Martin Mission Systems, Hampton, VA. The Tier II Help Desk will either resolve the problem or forward the issue directly to the organization with the

expertise to resolve it, such as the PEX Help Desk (in the case of scheduler issues) or Rome Labs (in the case of IIMS issues).

12.4. System Deficiencies. Any problem that cannot be resolved by the Tier II help desk will be identified as a system deficiency and corrected at the next appropriate opportunity.

13. UL/UC2 OPS System Improvement/Change Requests. All ACC users of UL/UC2 OPS have the responsibility to identify system shortfalls and to make recommendations for improved capability. These system inputs/recommendations from the wing should be routed through the ULM to the HQ ACC/A3OX. Change requests received by ACC/A3OX will be reviewed and coordinated with appropriate ACC FAMs as necessary for completeness and validity.

13.1. Operational Configuration Change Requests (OCCRs) and Baseline Change Requests (BCRs). There are two types of change requests, OCCRs and BCRs. The BCR is used to identify new system requirements or system level shortfalls that impact all users and locations. The OCCR is situational in nature and is typically used to address installation/wing specific concerns/requirements changes.

13.1.1. Validated OCCRs are forwarded by ACC/A3OX to ACC/A5C for final resolution.

13.1.2. Validated BCRs are assigned a priority rating by ACC/A3OX and then are entered into the UL/UC2 OPS Requirements Database as a new entry or merged with similar existing entries. Database entered requirements are then reviewed by each user MAJCOM, validated, and prioritized for final review by the CAF RWG which meets annually to review requirements.

13.2. The CAF UL/UC2 Requirements Working Group. The RWG validates and prioritizes UL/UC2 OPS requirements from the wings and MAJCOMs. The RWG is chaired by ACC/A5CA and includes A3OX, FAMs from ACC and the other CAF MAJCOMs, and representatives from the SPO. The RWG functions to ensure the development of the UL/UC2 OPS system proceeds in a prioritized fashion.

JAMES N. POST III, Major General, USAF
Director of Operations

Attachment 1

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

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Prescribed Forms

No forms are prescribed by this publication.

Adopted Forms

AF Form 847, *Recommendation for Change of Publication*

Abbreviations and Acronyms

ACC—Air Combat Command

AEG—Air Expeditionary Group

AEW—Air Expeditionary Wing

AFGSC—Air Force Global Strike Command

AFI—Air Force Instruction

AFLCMC—Air Force Life Cycle Management Center

AFMAN—Air Force Manual

AFMC—Air Force Materiel Command

AFRIMS—Air Force Records Information Management System

AFPD—Air Force Policy Directive

AGE—Aerospace Ground Equipment

ATO—Air Tasking Order

BCR—Baseline Change Request

BDOC—Base Defense Operations Center

C2—Command and Control

CAT—Crisis Action Team

CAF—Combat Air Forces

CE—Civil Engineering

CLS—Contract Logistic Services

COP—Common Operating Picture

COTS—Commercial Off-The-Shelf

CP—Command Post

CS—Communications Squadron

CT—Continuation Training

DAA—Designated Accrediting Authority

DCO—Defense Connect On Line

DEFCON—Defense Readiness Condition

EAR—Electronic Attack Report

ECC—Emergency Communications Center

EM—Emergency Management

EMOC—Enhanced Maintenance Operations Center

EOC—Emergency Operations Center

ESF—Emergency Support Function

FAMs—Functional Area Managers

FPCON—Force Protection Condition

FSA—Functional System Administrator

GOTS—Government Off-The-Shelf

HQ—Headquarters

HHQ—Higher Headquarters

ICC—Installation Control Center

IIMS—Integrated Information Management System

INFOCON—Information Condition

IQT—Initial Qualification Training

J/CFACC—Joint/Combined Forces Air Component Commander

JP—Joint Publication

MAJCOM—Major Command

MDG—Medical Group

MOC—Maintenance Operations Center

MOPP—Mission Oriented Protective Posture

MQT—Mission Qualification Training

MSG—Mission Support Group

MXG—Maintenance Group

NIPRNET—Non-Secure Internet Protocol Router Network

OCCR—Operational Configuration Change Request

OG—Operations Group

OI—Operating Instruction

OSC—Operational Support Consultant

PEX—Patriot Excalibur

POC—Point of Contact

POM—Program Objective Memorandum

RMA—Resource Management Application

RWG—Requirements Working Group

SA—Situational Awareness

SIPRNET—Secret Internet Protocol Router Network

SF—Security Forces

SPO—System Program Office

Stan/Eval—Standardization/Evaluation

SM—Subject Matter Expert

TFI—Total Force Integration

TTT—Train the Trainer

ULM—Unit Level Manager

UL/UC2 OPS—Unit Level/Unit Command and Control Operations

UMD—Unit Manning document

UCC—Unit Control Center

UTC—Unit Type Code

UXO—Unexploded Ordnance